

HUMAN RESOURCES MANAGEMENT SYSTEM (HRMS)
FREQUENTLY ASKED QUESTIONS AND ANSWERS (FAQS)

Department of Commerce
Office of Human Resources Management, Program Management Office



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FAQ CATEGORY – GENERAL SYSTEM REQUIREMENTS

Q: WHAT ARE THE MINIMUM COMPUTER REQUIREMENTS FOR AN HR CONNECT GENERAL USER?

A: YOU MUST USE MICROSOFT INTERNET EXPLORER 6.0 OR LATER.

Q: WHAT ARE THE MINIMUM COMPUTER REQUIREMENTS FOR A WORKFORCE ANALYTICS GENERAL USER?

A: YOU MUST USE MICROSOFT INTERNET EXPLORER 6.0 OR LATER.

Q: WILL EMPLOYEES THAT ARE TELEWORKING/ON LEAVE STILL BE ABLE TO ACCESS HR CONNECT?

A: YES, EMPLOYEES WHO ARE ON TELEWORK/LEAVE WILL STILL BE ABLE TO ACCESS HR CONNECT. HOWEVER, HR CONNECT IS AN "INTRA-NET" APPLICATION SO EMPLOYEES MUST BE USING THEIR COMMERCE APPROVED VIRTUAL PRIVATE NETWORK (VPN) DEVICE IN ORDER TO GAIN ACCESS TO THE SYSTEM.

Q: CAN HR CONNECT RUN ON A MAC PROCESSING SYSTEM?

A: YES. THE HR CONNECT APPLICATION IS MAC COMPATIBLE.

Q: CAN HR CONNECT RUN ON A TABLET?

A: YES. IF YOU CAN CONNECT YOUR TABLET TO YOUR VPN, THEN YES. YOU WILL BE ABLE TO RUN HR CONNECT FROM YOUR TABLET.



Q: DO EMPLOYEES HAVE TO FILL OUT ACCESS REQUESTS FORMS WHEN THEY GO LIVE WITH THE SYSTEM?

A: NO. IF THEY ARE AN EMPLOYEE THAT HAS BEEN CONVERTED TO THE NEW HR CONNECT SYSTEM, THEY ONLY HAVE TO AUTHENTICATE WITH THEIR BUSINESS EMAIL AND THEY ARE AUTOMATICALLY APPROVED TO USED HR CONNECT.

FAQ CATEGORY - HR COMMUNITY SPECIFIC

Q: DO SF 52'S HAVE TO BE SCANNED INTO THE SYSTEM? CAN WE PRINT SF52S?

A: NO. SF52'S CAN BE PRINTED FROM THE PAR ACTION IN HR CONNECT. ONCE A PAR ACTION HAS APPLIED IN HR CONNET AND NFC, THE SF52 WILL BE AUTOMATICALLY UPLOADED INTO EOPF.

Q: CAN YOU UPLOAD DOCUMENTS TO A PAR?

A: NO

Q: IS THERE A LINK TO MONSTER.GOV SOLUTIONS?

A: THAT CAN BE CUSTOMIZABLE FOR THE HOME PAGE OF HR CONNECT.

Q: CAN MANAGERS SEE PAYROLL DOCUMENTS?

A: NO. ONLY AN HR USER CAN SEE THEIR OWN INDIVIDUAL TRAINING DOCUMENTS.



Q: DOES EODS INFORMATION FEED INTO THE HIRE WIZARD?

A: YES.

Q: CAN HR SEND A PAR BACK TO THE MANAGER?

A: NO, HR CAN REJECT A PAR AND THEN THE MANAGER MUST RECREATE THE NEW PAR.

Q: CAN YOU OPEN MORE THAN ONE PART AT A TIME?

A: YES. CLICK THE "NEW WINDOW" BUTTON ON THE PAR SCREEN IN HRC AND OPEN ANOTHER PAR IN ANOTHER WINDOW.

Q: ARE SPECIAL PAY TABLES IN HR CONNECT?

A: YES. PAY TABLES AND LOCALITY TABLES ARE IN HR CONNECT (CONFIGURED DURING THE MIGRATION PROCESS).

Q: CAN TWO PEOPLE WORK ON AN ACTION AT THE SAME TIME?

A: YES. IF THE BOX IN THE WORKLIST (THAT LOCKS THE ACTION) IS NOT CHECKED THEN TWO PEOPLE CAN BE IN THE SAME PAR. THE HR SPECIALIST THAT SAVES THE INFORMATION FIRST WILL THEN BE ABLE TO SEND TO NFC.

Q: DOES AN ERROR IN THE RECORD APPEAR IN HR CONNECT?

A: NO. NO HISTORY OF ERRORS ARE KEPT. ONCE AN ERROR IS FIXED, THEN IT WILL APPEAR AS "CORRECTED" IN HR CONNECT.



Q: ARE SINQ ERRORS NUMBERS AND DETAILS AVAILABLE ON A DAILY BASIS?

A: YES. HR CONNECT HAS A FEATURE WHERE YOU CAN RUN SINQ REPORTS.

Q: HOW ARE AWARDS PROCESSED IN HR CONNECT?

A: MANAGERS CAN INITIATE AWARDS IN HR CONNECT. THERE IS A COMMENT SECTION THAT CAN BE USED FOR JUSTIFICATIONS AND BUREAUS CAN ALSO UPLOAD MASS AWARDS FROM BUREAU PROVIDED SPREADSHEETS.

Q: IF SOMEONES GETS A CLP, CAN YOU SIMPLY CHANGE THE JOB CODE IN HR CONNECT?

A: YES.

Q: WHAT HAPPENS IF AN EMPLOYEE LEAVES THE ORGANIZATION BEFORE AN ACTION CAN BE PROCESSED?

A: A RECORD CAN STILL BE CREATED. THE ADMINSTRATOR WILL NEED TO NOTE THE ITEMS THAT WERE UNRECOVERABLE AND THE ITEMS THAT WERE RECOVERED.

Q: HOW MANY ADMINSTRATORS CAN YOU HAVE IN HR CONNECT?

A: AS MANY AS ARE NEEDED BY YOUR ORGANIZATION.



Q: HOW MANY CATEGORIES CAN BE ASSIGNED TO SPECIFIC PERSON IN HR CONNECT?

A: AS MANY AS ARE NEEDED BY YOUR ORGANIZATION.

Q: DOES AN ADMINSTRATOR HAVE TO CLICK ON EACH EMPLOYEE TH SEE THE ITEMS THAT ARE DUE?

A: YES BUT A REPORT CAN BE RUN THAT SHOWS DETAILS OF ITEMS NOT RECOVERED (REPORT MUST BE IN EXCEL FORMAT).



Q: WHAT ACTIONS GET APPLIED DAILY IN NFC VERSUS AS PART OF THE PAY RUN?

A: HR CONNECT SENDS ALL ACTIONS, PERSONNEL ACTIONS, OFFICIAL CORRECTIONS, AND PAYROLL DOCUMENTS TO THE NATIONAL FINANCE CENTER ON A DAILY BASIS FOR PROCESSING. IF THE EFFECTIVE DATE OF THE ACTION FALLS WITHIN THE NFC PROCESSING PAY PERIOD, THE ACTION WILL APPLY. OTHERWISE, THE ACTIONS WILL APPLY IN THE FUTURE FILE.

- ALL CANCELLATION ACTIONS ARE PROCESSED DIRECTLY IN THE NFC. ONCE THE OFFICIAL CANCELLATION (NOA 001) ACTION HAS
 APPLIED, IT IS AUTOMATCALLY BROUGHT INTO HR CONNECT THROUGH THE INBOUND INTERFACE. THE INBOUND IS PROCESSED ON
 A DAILY BASIS.
- HISTORIC CORRECTION ACTIONS, PROCESSED THROUGH NFC HCUP, ARE ENTERED DIRECTLY IN NFC AND ARE AUTOMATICALLY BROUGHT INTO HR CONNECT ON A DAILY BASIS THROUGH THE INBOUND INTERFACE ONCE THE HCUP PACKAGE HAS APPLIED. THE INBOUND IS PROCESSED ON A DAILY BASIS.
- NFC APPLIES AUTOMATIC ACTIONS ON A BI-WEEKLY BASIS OR DAILY BASIS. AT THIS TIME, HRC DOES NOT GENERATE AUTOMATIC ACTIONS; HR CONNECT BRINGS THE AUTOMATIC ACTIONS FROM NFC AND INSERTS THEM INTO HR CONNECT. THESE ACTIONS ARE:
 - O NOA 915 FEHB BENEFITS CHANGE
 - O NOA 903 Z00 FEGLI AGE BRACKET CHANGE
 - O NOA 894 PAY ADJUSTMENT
 - O NOA 893 WITHIN GRADE INCREASE
 - O NA 882 CHANGE IN SERVICE COMPUTATION DATE
 - O NOA 880 CHANGE IN TENURE
 - O NOA 818 ADMINISTRATIVE UNCONTROLLABLE OVERTIME

Q: HOW DO WE IDENTIFY PENDING ACTIONS VERSUS PROCESSED ACTIONS?

A: HR CONNECT PROVDIES HR USERS ACCESSS TO A PENDING ACTIONS REPORT AND A FIELD ON EACH PAR ACTION THAT GIVES GREATER VISIBILITY IN THE STATUS OF THE PAR ACTION. THE NFC APPLIED STATUS FIELD WITH THE VALUES FOR USERS TO RECONCILE WHETHER AN ACTION AS BEEN SENT TO NFC AND HAS APPLIED BUT ALSO IF THE FIELDS THAT HAVE BEEN SENT MATCH NFC.

• DATA INTEGRITY (DI) – ALL MATCH (ACTION HAS BEEN SENT TO NFC FOR PAYROLL PROCESSING AND SUCCESSFULLY APPLIED. ALL FIELDS COMPARED IN THE MATCH BETWEEN HR CONNECT AND THE NFC)



- DI—MISMATCH (ACTION HAS BEEN SENT TO NFC FOR PAYROLL PROCESSING AND SUCCESSFULLY APPLIED. A MISMATCH WAS IDENTIFIED IN THE FIELD COMPARISON BETWEEN HR CONNECT AND NFC).
- HCUP INSERT (ACTION WAS AUTOMATICALLY INSERTED/UPDATED BY THE PAYROLL INTERFACE INBOUND PROCESS BASED ON APPLIED HCUP PACKAGED RECEIVED FROM NFC).
- NOT APPLICABLE (ACTION WAS INSERTED BY THE USER BUT HAS NOT BEEN SENT TO NFC FOR PAYROLL PROCESSING)
- PENDING (ACTION HAS BEEN SENT TO NFC FOR PAYROLL PROCESSING BUT HAS NOT APPLIED).

HR CONNECT ALSO PROVIDES HR USERS A MISMATCH LINK ON THE WORKFORCE ADMINISTRATION PAGES TO SEE SPECIFIC DETAILS ABOUT DATA MISMATCHES.

Q: DOES THE INITIATOR OF A PERSONNEL ACTION RECEIVE EMIAL UPDATES ABOUT THE STATUS OF THE ACTION OR IF ONE OF THE SUBSEQUENT AUTHORIZORS CHANGES OR DENIES ANY INFOMRAITON ON THE ACTION?

A: THE INITATOR RECEIVES AN EMAIL WHEN THE ACTION IS FINALIZED (DISAPPROVED, HR APPROVED, OR REJECTED).

Q: HOW OFTEN ARE FESI FILES FOR AWARDS GENERATED?

A: WITHIN GRADE, AWARDS ARE GENERATED EVERY 2 WEEKS. THE OTHER AWARDS ARE TREATED SIMILARLY TO PAR. FOR MASS AWARDS, THEY ARE PROCESSED DAILY AND WILL GO OUT IN THE OUTBOUND FILE DAILY.

Q: CAN FILES BE UPLOADED FOR MASS AWARDS?

A: YES, THIS IS A CURRENT HR CONNECT PROCESS.



Q: WILL EACH BUREAU HAVE A SEPARATE LINK ON THE CONNECT TO LEARN PAGE IN HR CONNECT?

A: NOT ON THEIR OWN. EACH DOC BUREAU WILL HAVE THEIR OWN PAGE UNDER THE LARGER DEPARTMENT OF COMMERCE (DOC) HEADING.

Q: WILL THERE BE AN HR CONNECT INTERFACE WITH MONSTER.GOV?

A: YES. A MONSTER.GOV INTERFACE IS INCLUDED IN DOC'S INSTANCE OF HR CONNECT.

Q: WHAT IS THE MAXIMUM NUMBER OF PROXYS THAT YOU CAN ASSIGN?

A: THERE IS NO LIMIT TO THE NUMBER OF PROXYS THAT YOU CAN ASSIGN IN HR CONNECT.

Q: CAN YOU PRINT POSITION DESCRIPTIONS FROM HR CONNECT?

A: YES. THERE IS AN OPTION TO PRINT POSITION DESCRIPTIONS FROM HR CONNECT.

Q: IF YOU GO TO ESTABLISH A NEW POSITION, ARE YOU AUTOMATICALLY TAKEN TO THE PD LIBRARY?

A: YES. THERE IS A PD LIBRARY IN HR CONNECT AND THE PERSON SEARCHING CAN SET EXPECTATIONS ON THE SEARCH.

Q: IS THE FIRST LINE SUPERVISOR (AS AN APPROVER FOR AN ACTION IN HR CONNECT) AUTOMATICALLY POPULATED?

A: YES. YOU HAVE TO DESIGNATE THE NEXT TWO LINES OF SUPERVISORS FOR APPROVALS BUT THE FIRST LINE IS AUTOMATICALLY POPULATED.



Q: CAN PROXYS HAVE INDEPENDENT RULES FOR EACH INDIVIDUAL PERSON?

A: YES. YOU HAVE THE ABILITY TO ASSIGN THE ROLES FOR EACH PROXY BASED ON THE MANAGER'S DISCRETION.

Q: WHEN YOU CLICK ON AN EMPLOYEE'S NAME (AS A MANAGER) WHAT CAN YOU SEE?

A: YOU HAVE THE ABILITY TO SEE ALL THE EMPLOYEE INFORMATION, CONTACT INFORMATION, PENDING ACTIONS AND WORKLISTS, POSITION INFORMATION, ETC. ALL OF IT IS IN PLAIN LANGUAGE FOR THE MANAGER ON ONE ONGOING PAGE.

Q: CAN A MANAGER SEE WHAT PROXY IS WORKING ON WHAT ACTIONS (IF YOU HAVE MULTIPLE PROXYS)?

A: NOT WHILE THEY ARE WORKING ON (IN REAL TIME) BUT THERE IS A TRACKING SYSTEM FOR MANAGERS TO SEE WHAT PROXY'S HAVE TAKEN ACTION ON (PAST TENSE) WHAT ACTIONS.

Q: WHO IS ABLE TO ACCESS AN EMPLOYEE'S EMERGENCY CONTACT DATA IN HR CONNECT?

A: A MANAGER, A PROXY, AND HR SPECIALISTS CAN SEE EMPLOYEE EMERGENCY CONTACT DATA IN HR CONNECT.

Q: IS THE DATA IN HR CONNECT DYNAMIC (DOES IT CHANGE)?

A: YES. THE DATA IN HR CONNECT IS DYNAMIC (IT IS NOT A SNAPSHOT).

Q: CAN YOU SET UP SEVERAL LEVELS OF HR APPROVALS FOR ACTIONS IN HR CONNECT?

A: YES.



Q: CAN YOU SET UP DIFFERENT APPROVAL PROCESSES AND LEVELS FOR DIFFERENT ACTIONS (DIFFERENT NUMBER OF TOUCH POINTS DEPENDING ON THE TYPE OF ACTION)?

A: YES. IT DEPENDS ON THE BUSINESS PROCESSES OF A PARTICULAR BUREAU BUT YES, THOSE ARE CUSTOMIZABLE.

Q: DO EDUCATIONS CHANGES (DONE IN ESS) REQUIRE A VALIDATION WITH HR SPECIALISTS?

A: YES. YOU MUST USE INTERNAL BUSINESS PROCESSES TO DETERMINE HOW EDUCATION IS VALIDATED.

Q: WHERE ARE THE SALARY TABLES IN HR CONNECT DRAWN FROM?

A: OPM SALARY TABLES

Q: IF YOU DISABLE THE EMAIL ALERTS (MANAGER) WHERE CAN YOU SEE YOUR PENDING ACTIONS?

A: IN THE "WORLIST" SECTION OF YOUR MSS PAGE IN HR CONNECT.

Q: CAN MANAGERS DIRECTLY CHANGE THEIR REPORTS TO STRUCTURE IN HR CONNECT?

A: NO. THAT MUST GO THROUGH HR TO BE CHANGED.

Q: CAN YOU ASSIGN A PROXY ACROSS THE ENTIRE ORGANIZATION?

A: YES. ANYONE WITHIN YOUR ORGANIZATION (A SPECIFIC SET ID) CAN BE SET UP AS A PROXY.



Q: IS THERE A POSSIBILITY TO BRING IN HISTORICAL INFORMATION THROUGH AN AUTOMATED PROCESS INTO THE ER/LR MODULE OR DIRECTLY IN TO WORKFORCE ANALYTICS?

A: BRINGING IN HISTORICAL DATA IS ALWAYS PROBLEMATIC IN THAT DATA (FIELDS AND VALID VALUES) FROM A LEGACY SYSTEM NEVER QUITE MATCH UP. TO BUILD A MATCHING PROGRAM TO CROSSWALK DATA WOULD LIKELY BE FAIRLY DIFFICULT AND MAKE THE BENEFIT LESS DESIREABLE. TO PUT A METRIC OR LOE ON THIS WILL REQUIRE A CR THAT DETAISL THE FORMAT AND STRUCTURE OF THE LEGACY SYSTEM. ONCE THAT IS DONE, AN LOE COULD BE MADE.

CREATING THE ABILITY TO USE OUR WORKFORCE ANALYTICS TOOL TO CREATE REPORTS ON LEGACY DATA WOULD BE LESS COSTLY THAN THE OPTION ABOVE. THIS WOULD NEED TO BE PURSUED BY OUR WORKFORCE ANALYTICS TEAM.

Q: ARE THERE ANY ISSUES WITH MANUALLY ENTERING SOME HISTORICAL INFORMATION (IN ER/LR SYSTEM)?

A: NO. THE DATA IS YOURS WHETHER IT IS CREATED AS CASES DEVELOP OR ENTERED MANUALLY TO REFLECT HISTORICAL EVENTS.

Q: IS THERE CAPABILITY TO ATTACH DOCUMENTS IN THE ER/LR CASE TRACKER MODULE?

A: NO. THE ER/LR MODULE DOES NOT HAVE THIS CAPABILITY.

Q: WHAT IS IN THE DATA TRACKING LINK IN A PAR ON HR CONNECT?

A: THE TRACKING DATA LINK CONTAINS ROUTING INFORMATION INCLUDING THE AUTHORIZERS AND ANY COMMENTS ENTERED. USING THE TRACKING DATA LINK TO REVIEW THIS INFORMATION, ENSURE THE APPROPRIATE INDIVIDUALS APPROVED THE ACTION, AND ENTER HR COMMENTS. ENTER COMMENTS IN TRACKING DATA WHEN YOU INITIATE ACTIONS ON THE BACK END AND TO ENTER THE COMMENTS TYPICALLY ENTERED IN VACANCY PARS.



Q: WHAT IS THE FUNCTION OF THE "NEW WINDOW" LINK IN HR CONNECT?

A: ON THE PAR, POSITION, JOB CODE AND MANY OTHER SCREENS, THERE IS A LINK IN THE TOP RIGHT THAT SAYS "NEW WINDOW." IF YOU CLICK THIS, THEN YOU CAN MOVE ON TO DO SOMETHING ELSE IN HR CONNECT WITHOUTH LOSING THE WORK THAT YOU HAVE STARTED.

Q: WHAT ARE THE REQUIREMENTS FOR THE NAME FIELD?

A: NAME FIELDS ARE DEFINED WITH A FORMAT THAT REQUIRES YOU TO ENTER A NAME EXACTLY LIKE THIS: SMITH, SUSAN J. NOTE THAT THERE IS NO SPACE BETWEEN THE FIRST AND LAST NAMES. THE FIELD IS ALSO CASE SENSITIVE, AS ARE MOST OF THE FIELDS IN HR CONNECT.

Q: HOW MANY RESULTS ARE DISPLAYED BY THE LOOK UP FEATURE?

A: THE LOOKUP FEATURE WILL DISPLAY A MAXIMUM OF 300 SEARCH RESULTS. IF YOUR SEARCH GENERATES OVER 300 RESULTS, YOU SHOULD NARROW YOUR SEARCH CRITERIA.

Q: WHAT IS THE FUNCTION OF THE "NEW WINDOW" LINK IN HR CONNECT?